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Function No. 20000—General Accounting	TOPIC	AGENCY TRAVEL PROCESSING
Section No. 20300—Cash Disbursements Accounting	DATE	May 2005

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Travel Charge Card

Overview

Travel charge cards provide traveling employees with a means of charging expenses incurred while **conducting official State business** thereby reducing the need to issue cash travel advances. ***Charges made using the state-sponsored charge card are the employee's responsibility.*** Typically, employees who travel overnight at least twice per year are issued cards. Noncompliance with travel charge card policies by cardholders is grounds for revocation of card privileges without alternate Travel Cash Advance privileges.

American Express (AMEX) is the State's travel charge card provider.

Travel Charge Card services must be obtained through agency participation in the Statewide contract administered by the Department of Accounts (DOA).

An agency interested in participating in the Travel Charge Card Program (TCC) should contact DOA's Charge Card Analyst at 804-371-4350 to designate the Travel Card Program Administrator, obtain the necessary forms and information, and receive initial training.

Role Definitions

Travel Card Program Administrator (Program Administrator)—This individual is registered with American Express as the only person authorized to make changes (e.g., add or cancel cards) for the TCC program at the agency. The Program Administrator is designated by the agency head or similar authorizing officer using a Delegation of Authority form.

Statewide Charge Card Analyst—This individual is responsible for monitoring and reporting on statewide activities for the TCC. The Statewide Charge Card Analyst receives and processes agencies' Delegations of Authority, provides statewide training, and resolves programmatic issues with American Express on behalf of the Commonwealths' agencies and institutions.

AMEX Commonwealth of Virginia Dedicated Account Representative—This individual is located at the Department of Accounts and represents American Express in all activities related to the administration of the travel card contract. These activities include initial program sign-up and training, management information assistance and research, participation in statewide training programs, and problem resolution.

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Travel Charge Card, Continued

Agency Responsibility

- Designate a senior fiscal or administrative staff member as the Travel Card Program Administrator (TPA) and a backup. This person is responsible for issuing cards to employees and for canceling and returning cards of terminated employees or employees who are delinquent on their American Express Travel account.
- Determine which employees should receive a travel charge card. Typically, employees who travel overnight at least twice per year are issued cards.
- Ensure all employees with a travel charge card are reimbursed for their travel expenses using Electronic Data Interchange. The applicable Cabinet Secretary must approve any exceptions to this requirement. See DOA Contacts for EDI information.
- Establish travelers check/cash advance programs, if necessary, as a component of the charge card program subject to adequate internal controls over the program. Although the agency is ultimately liable for cash advances that are not repaid, the employee must repay cash advances and remains liable for the travel charge card payment.
- Enter into a cash management agreement with AMEX for employees to receive traveler's checks or cash advances.
- Limit travel cash advances for cardholders to the minimum amount necessary for out-of-pocket expenses. This amount should not exceed a reasonable allowance such as \$25 per day.
- Process promptly the cardholder's *Travel Expense Reimbursement Voucher* in order for the cardholder to have the funds to pay the charge card bill within AMEX's timeframe.
- Review travel charge card reports monthly to ensure cardholders are paying their balances timely.
- Revoke charge card privileges without alternate cash advance privileges for employees who do not pay timely.
- Review travel charge card reports monthly to ensure cardholders are only using travel charge cards for expenses incurred while conducting official State Business.
- Revoke charge card privileges without alternate cash advance privileges for employees who use travel charge cards for personal purchases.
- Review travel charge card reports to identify cardholders that have not utilized their travel charge cards in the previous 12 months.
- Cancel charge card privileges of cardholders whose account has remained inactive for 12 months.

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Travel Charge Card, Continued

Travel Program Administrator Responsibilities

It is the responsibility of the agency Travel Program Administrator to:

- provide a copy of the CAPP Manual Topic 20336, *Agency Travel Processing*, to the employee receiving the travel charge card;
- advise the employee and the employee's supervisor that the AMEX travel charge card should be used for appropriate **business travel** expenses only; advise the employee and the employee's supervisor that payment on the card is required **in full** each month, regardless of any disputed charges. American Express or the vendor will credit the account once the dispute is resolved;
- monitor agency cardholder activity monthly for
 - delinquent payments,
 - inactive cards,
 - inappropriate purchases;
- report infractions to the agency management;
- take appropriate action when corrective action is not taken by the cardholder and/or cardholder's supervisor;
- take the annual online TPA training;
- ensure that cardholders take annual online cardholder training; and
- complete the Travel Program Administrator Contact update form annually.

Process

The following table shows the process for issuing a card.

Stage	Description
1	The supervisor of the employee requesting the travel charge card should submit a written request to the Travel Program Administrator using the Employee Travel Charge Card Request Form. The supervisor should retain a copy.
2	The Travel Program Administrator will verify the following: <ul style="list-style-type: none"> • The request meets the requirements of this policy, • The request is signed by the employee indicating complete understanding of his/her responsibilities while using the Commonwealth of Virginia travel charge card, and • The supervisor of the employee signs the request.

Travel Charge Card, Continued

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Process (continued)

Stage	Description
3	Upon approval, the Travel Program Administrator will do the following: <ul style="list-style-type: none"> • Apply for the card online via AMEX@Work. • Ensure that the agency's number is recorded in the Universal ID Field on the card. • Ensure the Travel Card Employee Agreement is signed. • Provide the employee requesting the travel card with a copy of travel charge card policy and procedures as well as the location of the online cardholder training in PowerPoint format.
4	AMEX will process the request and, upon approval, issue the travel charge card directly to the employee.
5	The Program Administrator must go online to AMEX@WORK to enter a card limit if specified on the card request form.

**Cardholder Use
&
Responsibility**

It is the responsibility of the Cardholder to:

- have an annual salary of least \$15,000.00;
- use the travel charge card for reimbursable travel expenses while conducting official State government business;
- ensure that all travel expenses charged to the card comply with the current State travel regulations; (Exceptions include only those personal expenses that cannot be reasonably separated from reimbursable expenses. Examples of these expenses include a personal phone call included in a lodging bill or a spouse's dinner included in a restaurant bill. Such expenses must be paid **in full** from the cardholder's personal funds within the payment terms specified by AMEX.)
- retain actual receipts for charge card purchases; travel expense reimbursements will not be made from charge card statements or tissue receipts;
- submit a Travel Expense Reimbursement Voucher to obtain State reimbursement upon completion of travel;
- receive travel charge card bills and pay card balances **in full** upon receipt of the monthly statement; (Any late fees or finance charges are the responsibility of the cardholder.)

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Improper Use Improper use of a travel charge card includes, but is not limited to:

- use for personal purchases not incidental to a business purpose, such as movies, utility bill, home and garden supplies, etc.,
- failure to promptly apply reimbursements for charged business expenses to the account, and
- failure to pay the bill in full each month by the due date.

Travel Program Administrators are expected to promote and enforce compliance with this policy.

Statement & Remittance

AMEX travel charge card statements are sent monthly to each employee cardholder with a balance. AMEX charge card balances must be paid **in full** upon receipt of the statement.

In addition, cardholders can view their monthly statements online by accessing *Manage Your Card Account (MYCA)*, formerly known as *Check Your Bill*.

The web address is www.americanexpress.com/checkyourbill .

For more information, contact AMEX's Commonwealth of Virginia Dedicated Account Representative at (877) 266-9590 or AMEX@doa.virginia.gov.

Minimum or partial payments are not permitted. It is the employee's responsibility to stay within the established limits and to pay the balance **in full** upon receipt of the monthly statement.

Payments may be made to AMEX by mail, telephone or online through *Manage Your Card Account (MYCA)*.

Disputed charges must be reported to AMEX to the 1-800 telephone number on the back of the travel charge card or through the AMEX on line program *Manage Your Card Accounts*.

Monitoring

American Express provides agencies detailed management information reports that enable Travel Program Administrators to monitor cardholder usage, policy compliance, and frequency of vendor usage.

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Monitoring
(continued)

Management information reports currently available include:

Monthly Issuance/Cancellation
Cardholder Listing
Cash Advance/Travelers Checks
Delinquency History
Financial Summary
Industry Spending
Cardholder Activity Report

Available through AMEX@Work, Travel Program Administrators can use Portfolio/Web for access to online reporting. Portfolio/Web is a secure, password protected area of AMEX@Work. It provides electronic versions of standard reports and data files. Reports and data files will be available from 48 to 72 hours after the close of the reporting period.

To obtain logon information for AMEX@Work—

A Delegation of Authority Form must be completed. This can be found on the Travel Charge Card Program web page under Forms. The link is below.

<http://www.doa.virginia.gov/procedures/Payroll/Travel%20Charge%20Card%20Program/TravelChargeCardProgram.htm>

**Compliance
Failure**

Failure to comply with any of the provisions of these policies may result in:

- notice to the cardholder outlining the violation;
 - report of violation to:
 - Travel Program Administrator,
 - Cardholder's supervisor,
 - Division Manager or Department Head;
- closing of the account, in which case the Travel Program Administrator will notify the cardholder's supervisor who will be responsible for ensuring the full payment of the account balance is made and collecting the travel card.

Note: Failure to comply with the provisions of this policy may result in disciplinary action **including but not limited to possible termination of employment.**

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**Closing
Accounts**

It is each supervisor's responsibility to retrieve travel charge cards from employees at termination or card revocation and destroy the card (preferably in the employee's presence). The Travel Program Administrator must complete the steps in the following table to close the account.

Step	Action
1	Cancel travel charge card on line via AMEX@Work.
2	Identify cardmember's unbilled and unpaid charges through AMEX@Work.
3	Collect the outstanding AMEX balance through the employee's supervisor or during the employee's exit interview.
4	Submit the payment to American Express via the mailing address on the employee's bill.
5	Verify that payment has been made to AMEX prior to cardholder's last workday.

**Delinquent
Balances**

If, after the employee leaves the state agency, institution, or public body, there is a delinquent balance remaining on the account, the account will be placed in AMEX collections.

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Travel Cash Advances

Introduction

The use of temporary and permanent cash travel advances should be minimized or discouraged for employees who typically travel more than once a year. Travel charge cards should be issued to such employees. When an agency approves a request for a cash travel advance, the procedures in this CAPP topic apply.

If the travel advance is from other than petty cash, the accounting voucher must be forwarded to DOA at least 10 days but no more than 30 days before departure.

Temporary Travel Advances

Temporary travel advances may be made from an agency's private funds, petty cash, or State funds for a traveler who is going to travel on State business. Controls should be in place to ensure that all advances are repaid. The employee must repay them within 30 days of the processing of the travel reimbursement voucher. (Petty Cash constraints/procedures are defined in CAPP Topic 20330, *Petty Cash*.)

Permanent Travel Advances

Permanent travel advances are strongly discouraged in favor of travel charge cards. When unavoidable, permanent travel advances may be made to an employee who travels regularly and on a frequent basis.

Agencies and institutions should ensure that permanent travel advances do not exceed anticipated out-of-pocket business expenses for a one-month period. The allowance must be reasonably calculated not to exceed the amount of the employee's expenses or anticipated expenses. Employees are required to return amounts that exceed actual anticipated business expenses. The employee must repay advances before the last day of employment or no more than 30 days after a change in responsibilities, which eliminates the need for a permanent advance.

Agencies must also review travel periodically to ensure that employee travel advances are justifiable.

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Cash Advance Procedures

How to Request a Cash Travel Advance

Use the following procedure to request a cash travel advance.

Step	Who	Action
1	Traveler	Prepares a travel authorization/advance form and forwards to the agency fiscal office.
2	Agency Fiscal Office	Processes the travel advance using Transaction Code 343. <u>Note:</u> Both the current document number and suffix are required in the voucher's accounting grid and are assigned by the agency. <u>Important:</u> It is the agency's responsibility to ensure that employees promptly return amounts, which exceed the actual business expense.

How to Process a Cash Travel Advance after Completed Travel

Once travel has been completed, the traveler submits a Travel Expense Reimbursement Voucher. It is the agency fiscal office's responsibility to record expenditures in CARS against the traveler's cash travel advance under the following circumstances.

If expenditure. . .	Then . . .
is less than the Cash Travel Advance	<ul style="list-style-type: none"> Record actual expenditures using Transaction Code 326. Enter in the accounting grid the Reference Document Number and Suffix (corresponding to the Current Document Number) that was assigned when the Cash Travel Advance was obtained. [The Reference Document Number and Suffix MUST BE IDENTICAL to the Current Document Number for CARS to track the cash advance.] Enter normal expenditure coding (e.g., fund, program, and object).

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Cash Advance Procedures, Continued

How to Process a Cash Travel Advance after Completed Travel (continued)

If expenditure . . .	Then . . .
is less than the Cash Travel Advance	<p>No check is generated, but that portion of the advance equal to the amount of the expenditure is liquidated. The traveler owes the difference between the amount expended (Grand Total) and the amount advanced. The traveler repays this to the agency, which in turn deposits the repayment via a Deposit Certificate (DC).</p> <ul style="list-style-type: none"> • Enter Transaction Code 010 on the DC as well as the Reference Document Number and Suffix to track the advance. • Attach a copy of the DC to the Travel Reimbursement Voucher as documentation that the balance due the State has been repaid.
is equal to the Cash Travel Advance	<ul style="list-style-type: none"> • Enter Transaction Code 326 to liquidate the advance since no amount is reimbursed and no check is generated. The Reference Document Number and Suffix and usual CARS coding are required.
is greater than the Cash Travel Advance	<ul style="list-style-type: none"> • Enter Transaction Code 326 for the amount <u>equal</u> to the amount of the advance. The Reference Document Number and Suffix and usual CARS coding are required. • Enter Transaction Code 332 only for the expenditure amount that <u>exceeds</u> the advance. Normal CARS coding is required; however, do not use the Reference Document Number with the Transaction Code 332 amount since the advance will have already been liquidated. The certified amount for the voucher is the total amount of the Transaction Code 332 lines of coding.

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Travel Expense Reimbursement

Forms

A standard State *Travel Expense Reimbursement Voucher* (Form DA-02-041) is available for use by all agencies and institutions. Agencies are authorized to develop and use other forms, which may be either paper or electronic, with the approval of DOA. DOA's review and approval ensures that all necessary data fields are displayed on the substitute travel reimbursement form.

All sections of the *Travel Expense Reimbursement Voucher* must be completed.

Exceptions

All exceptions and out-of-country rates must be attached to the voucher in addition to all other documentation required as identified in CAPP Topic 20335, *State Travel Regulations*.

Travel Reimbursement Methods

Reimbursement for travel-related expenses can be made to the traveler in three ways as follows:

- Electronic Data Interchange (EDI) where the money is deposited directly into the traveler's bank account via electronic transfer (if an agency has entered into an EDI agreement and enrolled its employees). All employees likely to travel on official business of State government more than twice per year must be enrolled in EDI and reimbursed for travel costs using EDI.
- Check mailed to the traveler.
- Petty cash reimbursement made to an occasional traveler for an amount not to exceed \$100 per trip per month.

Responsibility

By signing the travel reimbursement request, the traveler is certifying the accuracy of all information and the legitimacy of the travel. The signature of the traveler's supervisor certifies that he/she agrees that the travel was necessary and the requested reimbursements are proper.

If the traveler is requesting reimbursement for other than his/her own expenses, the other parties must be identified and justification for payment provided. The traveler shall not claim M&IE reimbursement for anyone other than himself.

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Travel Expense Reimbursement, Continued

Sponsored Program Funds

All travel reimbursements funded solely from sponsored program funds, are governed by the terms and conditions of the individual grant or contract, not these Regulations. “Sponsored Program” must be clearly stated on the reimbursement voucher. (See Definitions in this CAPP topic and CAPP Topic 20335, *Travel Regulations*, for further guidance.)

Reimbursement Payment Process

The following table describes the reimbursement payment process. Expenditure coding guidance is found in CAPP Topic 20310, *Expenditures*.

Stage	Description
1	Employee submits the <i>Travel Expense Reimbursement Voucher</i> to the supervisor within five (5) working days after completion of the trip where overnight travel is involved. In the case of continuous travel, the employee submits the voucher to the supervisor within five (5) working days of the last day of travel for which reimbursement is requested.
2	For all travel vouchers: Appropriate authority (as defined in related Authority Approval section) should approve the voucher and submit the voucher to the agency’s fiscal office for processing within three (3) working days of receipt from the employee. For non-employee State travel vouchers: Agency Head or designee should approve the voucher and submit the voucher within three (3) working days of receipt from the non-State employee.
3	After receipt of the voucher, the Agency Fiscal Office should submit it to DOA for processing within five (5) working days.

Note: All outstanding travel accounts should be settled in full at the close of each fiscal year. Decentralized agencies must retain travel records.

Reimbursement to Non-Employees

In order to distinguish State employee from Non-employee travel, the agency should use Transaction Code 468 (instead of 332) when processing Non-employee travel reimbursements.

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Travel Expense Reimbursement, Continued

Dollar Check Charges

The Appropriation Act requires reimbursement of travel costs by EDI for employees likely to travel more than twice a year. It also authorizes the State Comptroller to charge State agencies a per check fee of \$1 when the provisions of the EDI program have not been followed.

Check fees are charged to agencies beginning with the traveler's third check in a fiscal year. These charges are posted quarterly to DOA journal entry to the agency's largest administrative program with object code 1546. The expenditure may be moved to another fund/program by ATV, but the object code may not be changed. Fees are not charged for Non-employee checks (When TC468 is used); however, agencies should encourage Non-employees that receive recurring reimbursements to enroll in the Travel EDI program.

Travel Expense Reimbursement Voucher (Form DA-02-041)

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Commonwealth of Virginia Corporate Travel Card Request

Agency Organizational Unit/Cost Center

Date of Request _____

TO: _____ FROM: _____
Travel Program Administrator Unit Manager/Supervisor

A travel charge card is hereby requested for the following employee under my supervision
(please print or type all information as requested below).

Name as it should appear on the card: _____

Employee's Social Security Number: _____

Employee's Job Title _____

Employee's Work Phone (____) _____ Employee's Home Phone (____) _____

Employee's Email: _____

Home Mailing Address (Provide complete address including Zip Code):

Agency Code: _____

I hereby certify that I have provided the employee with CAPP Topic 20336 and advised them of the proper use and responsibilities of a cardholder.

Signed: _____ Date: _____
Employee Signature

Signed: _____ Date: _____
Supervisor Signature

Approved by Agency Travel Program Administrator

Date

Send Copy of this form to the Human Resources Office

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Commonwealth of Virginia Corporate Travel Card Employee Agreement

I, _____, acknowledge receipt of an American Express Corporate Travel Card. As a Cardholder, I agree to comply with the following terms and conditions regarding my use of the Card.

1. I understand that I am being entrusted with a valuable purchasing tool and will be making financial commitments on behalf of myself and will strive to obtain the best value for the agency.
2. I understand that I am liable to American Express for all authorized charges made on the Card.
3. I agree to use this Card for official state business travel only and agree not to charge personal purchases. I understand that my agency will review the use of this Card and the related management reports and take appropriate action on any discrepancies.
4. I will follow the established procedures for the use of the Card. Failure to do so may result in either revocation of my privileges or other disciplinary actions, including termination of employment.
5. I agree to return the Card immediately upon request or upon termination of employment (including retirement). Should there be any organizational change that causes my cost center to likewise change, I also agree to return my Card and arrange for a new one, if appropriate.
6. If the Card is lost or stolen, I agree to notify the Travel Program Administrator and American Express immediately.

Employee Signature/Date

Agency and Cost Center

Employee Social Security Number

Supervisor's Signature/Date

Program Administrator's Signature

Date

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Records Retention

Maintenance Copies of travel-related documentation are to be maintained on file in each agency for 3 years. Agencies and institutions participating in the Decentralization of Financial Records must maintain original documentation for a period of 3 years.

DOA Contacts

Contacts

Director, General Accounting

☎ (804) 225-2244

✉ gacct@doa.virginia.gov

EDI Employee Enrollment Information

☎ (804) 225-2713

✉ edi@doa.virginia.gov

💻 www.doa.virginia.gov/procedures/GeneralAccounting/Edi/edinew.htm

Travel Charge Card

☎ (804) 371-4350

FAX (804) 786-9201

✉ Travel@doa.virginia.gov

American Express - Commonwealth of Virginia

Shannon Eigenberger

Dedicated Account Representative

☎ (877) 266-9590

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✉ AMEX@doa.virginia.gov

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Subject Cross References

References

CAPP Topic No. 20310—*Expenditures*
 CAPP Topic No. 20330—*Petty Cash*
 CAPP Topic No. 20335—*State Travel Regulations*
